



# Frequently Asked Questions

## **Q. How will I know if my provider is connected or going to connect?**

**A.** Over the next six months, providers will continue to connect and onboard to NC HealthConnex. The Health Information Exchange Authority is working with the provider community to help them meet the requirements. State Health Plan members can follow who is connected to NC HealthConnex by referencing the [Who's Connected map](#).

## **Q. Who is required to connect to NC HealthConnex?**

**A.** Participation in NC HealthConnex is available to all health care providers and is required of any provider licensed in the State of North Carolina receiving state funds to provide health care, including funds from the State Health Plan for Teachers and State Employees. (See [North Carolina General Statute § 90-414.4](#)). The deadline for most providers to connect to NC HealthConnex is June 1, 2020, and all providers must connect by December 31, 2022.

## **Q. If I visit a provider in the State Health Plan network, how do I know if my claim will be approved?**

**A.** If providers are in compliance, meaning they are connected to NC HealthConnex by the deadline, claims will not be affected. The Health Information Exchange Authority is working with the provider community to help them meet the requirements. To check if your provider is participating in the NC HealthConnex network, click [here](#), which will be updated as providers connect.

## **Q. What do I need to do if my provider chooses to not participate in NC HealthConnex, but is required to?**

**A.** The NC Health Information Exchange Authority is working with the provider community to help them meet the state requirements. There may be some providers who choose not to connect by the mandated deadline. In such case, you would need to find a provider who accepts the State Health Plan and is compliant. That information is available [here](#).

## **Q. Will there be an exception process for non-participating providers who are highly specialized with unique skill sets needed by State Health Plan members?**

**A.** The only exception process is currently outlined in legislation under Section 1 90-414.4 (a3), which states "The Secretary of Health and Human Services, or the Secretary's designee, shall have the authority to grant exemptions to classes of providers of Medicaid and other State-funded health care services for whom acquiring and implementing an electronic health record system and connecting to the HIE Network as required by this section would constitute an undue hardship. The Secretary, or the Secretary's designee, shall promptly notify the Department of Information Technology of classes of providers granted hardship exemptions under this subsection. Neither the Secretary nor the Secretary's designee shall grant any hardship exemption that would result in any class of provider connecting to the HIE Network and submitting data later than December 31, 2022."



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For more frequently asked questions regarding the state-designated health information exchange, please visit [www.nchealthconnex.gov/frequently-asked-questions](http://www.nchealthconnex.gov/frequently-asked-questions). For questions regarding providers in the State Health Plan network, please visit <https://www.shpnc.org/find-doctor>.